

NON-UNIONIZED STAFF SCHEDULING GUIDELINES: HOSPITALITY

The following outlines the scheduling guidelines for non-unionized hospitality staff at Canucks Sports & Entertainment. Please read carefully as this will cover all availability and scheduling requirements.

OVERVIEW

- ABI Mastermind (ABI) is the online scheduling system used by all hourly event staff at Canucks Sports & Entertainment.
- Schedules are posted in ABI on the 24th of each month.
- It is your responsibility to regularly check your schedule for scheduled shifts. Please contact staffservices@canucks.com if you are unable to access your schedule.

AVAILABILITY

- On the 10th of each month, the employer will post an availability calendar online that lists the upcoming events for the following calendar month.
- Employees are responsible for accessing the calendar and declaring their availability no later than the 17th of the month.
- ABI will identify the minimum availability.

ACCESSING ABI MASTERMIND

Please use this link to access ABI: <http://ess.abimm.com>.

- Venue ID: Canucks
- Login ID: Last name#### (last 4 digits of your employee number)
- Temporary Password: 12345

ENTERING AVAILABILITY

- To submit your availability in ABI, use the “Availability by Event” tab.



MAIN MENU

Navigation

- View My PDFs
- View My Schedule
- Schedule Exchange
- Update My Profile
- Change PIN

- General Availability
- Availability Exceptions by Calendar
- Availability Exceptions by List
- Availability by Event

- Contact My Scheduler
- My Training
- Time Report
- Points Status Report

- Manager Menu

- Logout

- The available shift times, dates, event time (not shift start times) and event name are displayed on this screen
- To select events you are available for, click on the box under the “Available” column, a checkmark should appear on the desired shift you have selected.

Available	Available Times	Date	Time	Event Name
<input checked="" type="checkbox"/>	All Shifts	05/02/2019 Thu	7:30 pm	THE CLINTONS
<input checked="" type="checkbox"/>	All Shifts	05/12/2019 Sun	7:00 pm	TWENTY ONE PILOTS
<input type="checkbox"/>	All Shifts	05/15/2019 Wed	7:30 pm	THOMAS RHETT
<input type="checkbox"/>	All Shifts	05/16/2019 Thu	7:00 pm	STARS ON ICE
<input type="checkbox"/>	All Shifts	05/25/2019 Sat	7:00 pm	CARRIE UNDERWOOD
<input type="checkbox"/>	All Shifts	05/30/2019 Thu	7:30 pm	CHER

- To select available times, click the drop-down arrow under “Available Times” to the event you are choosing and select your desired time. If only one shift time is available, it will only read “all shifts.”



Available	Available Times	Date	Time	Event Name
<input checked="" type="checkbox"/>	3:30 pm and After ▼	05/02/2019 Thu	7:30 pm	THE CLINTONS
<input checked="" type="checkbox"/>	All Shifts ▼	05/12/2019 Sun	7:00 pm	TWENTY ONE PILOTS
<input type="checkbox"/>	All Shifts ▼	05/15/2019 Wed	7:30 pm	THOMAS RHETT
<input type="checkbox"/>	All Shifts ▼	05/16/2019 Thu	7:00 pm	STARS ON ICE
<input type="checkbox"/>	All Shifts ▼	05/25/2019 Sat	7:00 pm	CARRIE UNDERWOOD
<input type="checkbox"/>	All Shifts ▼	05/30/2019 Thu	7:30 pm	CHER

- To remove your selection or redo, unclick the check box under the “Available” column and your selected shift will be removed.
- Continue selecting shifts until you have reached your minimum shift requirement. Once completed, click “Submit Selections” at the bottom of the screen.

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<input checked="" type="checkbox"/>	All Shifts ▼	05/12/2019 Sun	7:00 pm	TWENTY ONE PILOTS
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Submit Selections

- **IMPORTANT:** If you do not click “Submit Selections,” your availability will not be processed. Please ensure to go back and check your availability selection after submission.
- ABI will alert you if you submit below your minimum availability requirement.

VIEWING MY CURRENT SCHEDULE

Click on “View My Schedule”

Your schedule will appear on a calendar and in a list format. You can choose between the two formats on the top right side of the screen. You can alternate between months by clicking ‘next month’ or ‘previous month’ on the top left of the screen. Please note this will only display your schedule after the date it has been posted.

To download your posted schedule, click on the “Download Calendar” button, located on the top right of the screen, and follow the instructions.



STAFF SERVICES CONTACT INFORMATION

Phone: 604-899-7660

E-mail: staffservices@canucks.com

Staff Services Business Hours:

Non-Event Days : Monday – Friday (9am – 5pm)

Event Days: Monday-Sunday (9am-5pm)

It is the employee's responsibility to keep their contact information up to date. Changes can be made by the employee through the ABI online scheduling system. Please use the 'Update My Profile' button on the left side of the menu. Employees can also contact staffservices@canucks.com.



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